

PBX TOLL FRAUD PREVENTION CHECKLIST *cont.*

	YES	NO	DON'T KNOW
<ul style="list-style-type: none"> • Is individual employee calling capability restricted? () () () <ul style="list-style-type: none"> – Restrict levels on each unique access authorization code. – Use alternate restriction levels during non-business hours. • Are outside trunks and station lines toll restricted? () () () <ul style="list-style-type: none"> – If company does not do business internationally: <ul style="list-style-type: none"> . Use international restriction feature. . Block all unnecessary area codes. . Block all calls to area code 809. – If company does do business internationally: <ul style="list-style-type: none"> . Toll-restrict outgoing trunks and station lines accessible through PBX remote access feature. . Block area codes in the PBX to those countries in which your company does not do business and especially those to which most toll fraud calls are placed, such as 809. • Have you restricted 10XXX casual calling during non-business hours? () () () • Have you restricted tandem and outbound 800 access during non-business hours? () () () • Is domestic long-distance service restricted? () () () <ul style="list-style-type: none"> – Block area codes in PBX to those locations where the company does no business. – Block specialized area codes and vulnerable numbers such as 900, 950, 976, 411, 611, 10XXX, "0+", "0-", "00+", "00-" and 809 and any other restrictions your system is capable of. – Refer to 976 Look-A-Likes on pages 18–19. 			

PBX TOLL FRAUD PREVENTION CHECKLIST *cont.*

	YES	NO	DON'T KNOW
• Does the system administrator monitor the system on a daily basis?	()	()	()
– Obtain SMDR data through a PBX call accounting system.			
– Have Call Detail Reports on each 800 number.			
– Have trunk activity reports generated by PBX.			
• Does the system administrator use a verification and validation system to check each telephone bill?	()	()	()
• Have all employees been educated on PBX remote access toll fraud?	()	()	()
• Have company security education and awareness programs been implemented?	()	()	()
• Have you evaluated the need to using Call Forwarding from your PBX?	()	()	()

VOICE MAIL TOLL FRAUD CHECKLIST

	YES	NO	DON'T KNOW
<ul style="list-style-type: none"> • Are you using the maximum number of digits for all PINs? <ul style="list-style-type: none"> – Use at least 12 digits, 15 is better. – Use a tree system if required. 	()	()	()
<ul style="list-style-type: none"> • Are all PINs randomly generated? 	()	()	()
<ul style="list-style-type: none"> • Have you avoided any consecutive numbers or sequential codes? <ul style="list-style-type: none"> – Avoid using codes equivalent to: <ul style="list-style-type: none"> . Telephone extension numbers. . Employee identification numbers. . Social Security numbers. . Anniversaries. . Maiden names. . First names. 	()	()	()
<ul style="list-style-type: none"> • Does the system administrator have the ability to change PINs? 	()	()	()
<ul style="list-style-type: none"> • Have you eliminated department or group PINS? 	()	()	()
<ul style="list-style-type: none"> • Is the system administrator solely responsible for the preparation and control of the temporary PINs? 	()	()	()
<ul style="list-style-type: none"> • Do you use a randomly generated 6-digit temporary PIN when activating a new subscriber? 	()	()	()
<ul style="list-style-type: none"> • Do you periodically change all PINs and use an automatic system for prompting of employees and customers to change their PINs? <ul style="list-style-type: none"> – Every 30 days is best. – No longer than 90 days between changes. 	()	()	()
<ul style="list-style-type: none"> • Have you removed all unassigned mail boxes? 	()	()	()

VOICE MAIL TOLL FRAUD CHECKLIST *cont.*

	YES	NO	DON'T KNOW
• Does the system administrator:			
– Set a time limit on how long mailboxes can go unused, such as 30 days?	()	()	()
– Not allow boxes to go unused for longer than 90 days?	()	()	()
– Deactivate when time limit is reached?	()	()	()
– Establish continuous communication with personnel department so that they can deactivate codes of former employees, summer interns, or current employees no longer permitted access to the system?	()	()	()
• Has the remote access telephone number been published?	()	()	()
– If so, have steps been taken to issue a new number?	()	()	()
• Does the system terminate access or route the call to an attendant after the third invalid attempt?	()	()	()
• Do you restrict or block access to long-distance trunks and local dial capabilities?	()	()	()
– VMS with PBX interface:			
. Remove all out-dial applications within VMS.			
. Block 9XXX and 8XXX fields in the auto attendant, “verify extension field” capability.			
. Toll restrict the lines between the VMS and PBX using PBX facility restriction levels.			
. If local out-dial capability is required, block 91XXX, 90XXX and 8XXX fields in the auto attendant, “verify extension field” capability (if available). If your PBX does not provide this capability, use <i>Centrex</i> for your outgoing trunks. These trunks can then be equipped with features such as <i>Toll Diversion</i> . <i>Toll Diversion</i> and other <i>Centrex</i> features are described in detail in Chapter 9.			

VOICE MAIL TOLL FRAUD CHECKLIST *cont.*

	YES	NO	DON'T KNOW
– VMS with PBX interface using <i>Centrex</i> :			
. Toll-restrict the lines between VMS and PBX using <i>Centrex</i> lines. This includes “1+”, “0+”, “0-”, “00+”, “00-”, 976, 411, 611, 10XXX, 90XXX, 80XXX, 91XXX, 81XXX, and 950, and any other restrictions your system may be capable of.			
. In cases where full out-dialing applications are needed, assign PBX alternate facility restriction levels for use during non-business hours. This would include all the above restrictions.			
– VMS stand-alone configuration on and off premises:			
. Remove all out-dialing capabilities within the VMS.			
. Obtain <i>Toll Restriction</i> through <i>Centrex</i> and <i>Billed Number Screening*</i> from Pacific Bell. This includes “0+”, “0-”, “00+”, “00-”, 976, 411, 611, 950, 10XXX, 90XXX, 80XXX, 91XXX, and 81XXX.			
. If local out-dialing capability is required, block “0-”, “0+”, “00+”, “00-”, 976, 411, 611, 10XXX, 90XXX, 80XXX, 91XXX, 81XXX, 950 and 10-digit dialing either within the VMS or by trunk restrictions.			
. In cases where full out-dialing capability is required, obtain <i>Toll Restriction</i> through <i>Centrex</i> and <i>Billed Number Screening*</i> from Pacific Bell.			
. Restrict outbound 800 access during non-business hours if possible.			

* When processing third-number and collect calls, some carriers do not use or access Pacific Bell's database containing the billing restrictions described. Therefore, it is possible for unauthorized third-number and collect calls to appear on your bill.

CALL DIVERter TOLL FRAUD CHECKLIST

	YES	NO	DON'T KNOW
• Have you had your vendor inspect and modify your call diverter to insure dial tone ceases immediately?	()	()	()
• Have you considered using Pacific Bell <i>Call Forwarding</i> or <i>Delayed Call Forwarding</i> instead of a call diverter?	()	()	()
• Have you employed toll restriction on the outgoing line, through your PBX or <i>Centrex</i> ?	()	()	()
• Have you employed <i>Billed Number Screening</i> * from Pacific Bell on the incoming lines?	()	()	()
• Have you taken the call diverter telephone number out of the numerical sequence serving the rest of the business?	()	()	()
• Have you educated all your employees on call diverter toll fraud?	()	()	()

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AUTO ATTENDANT TOLL FRAUD CHECKLIST

	YES	NO	DON'T KNOW
• Have you restricted or blocked access to long-distance trunks and local dialing capabilities?	()	()	()
• In the auto attendant/PBX configuration:			
– Have you blocked 9XXX and possibly 8XXX fields in the auto attendant “verify extension field” capability, if possible?	()	()	()
– Are toll access lines restricted between the auto attendant and PBX, using PBX restriction levels? Include “1+”, “0+”, “0-”, “00+”, “00-”, 976, 611, 411, 950, 10XXX, etc., and any other restrictions your system is capable of.	()	()	()
• If the above restrictions are not available through your PBX, have you considered <i>Centrex</i> ? Contact your Pacific Bell Account Executive.	()	()	()
• Have the outgoing trunk group codes in the PBX been made unavailable to the auto attendant?	()	()	()
• In the auto attendant/VMS configuration with the VMS connected to the PBX:			
– Have you removed all out-dialing capability within the VMS?	()	()	()
– Have the outgoing trunk group codes in the PBX been made unavailable to the VMS?	()	()	()
– Have you blocked 9XXX and 8XXX fields in the auto attendant, “verify extension field” capability, if possible?	()	()	()
– If local out-dialing capability is required, are 91XX, 90XX, and 8XXX fields blocked in the auto attendant, “verify extension field” capability?	()	()	()
– Are toll access lines restricted between the VMS and the PBX using PBX facility restriction levels? Include “1+”, “0+”, “0-”, “00+”, “00-”, 976, 611, 411, 950, 10XXX, etc., and any other restrictions your system is capable of.	()	()	()

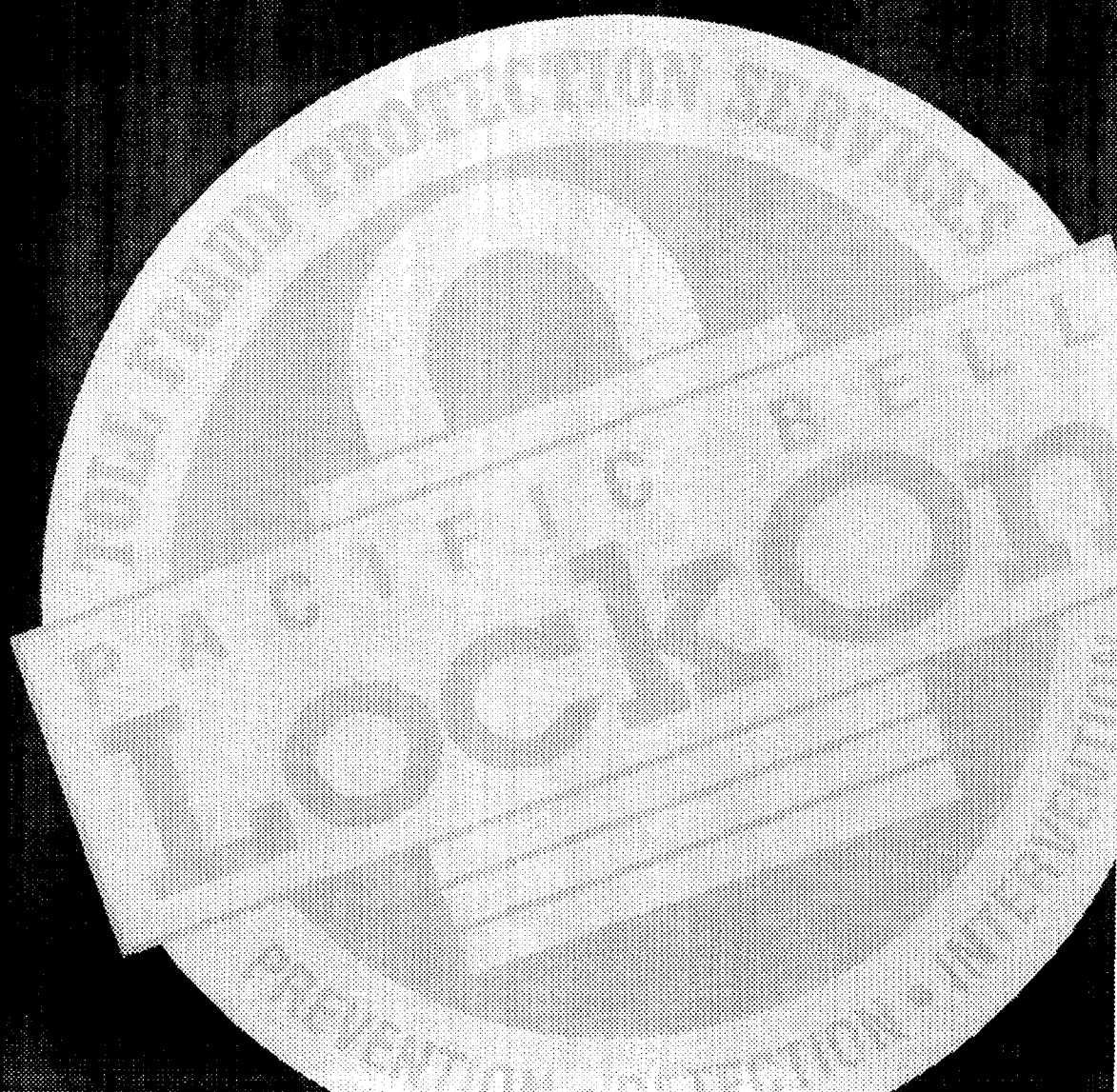
AUTO ATTENDANT TOLL FRAUD CHECKLIST *cont.*

	YES	NO	DON'T KNOW
<ul style="list-style-type: none"> - Where full out-dialing capability is required, have you assigned PBX alternate facility restriction levels for use during non-business hours? Include "1+", "0+", "0-", "00+", "00-", 976, 611, 411, 950, etc., and any other restrictions your system is capable of. - If the above restrictions are not available through your PBX have you considered <i>Centrex</i>? Contact your Pacific Bell Account Executive. 	()	()	()
<ul style="list-style-type: none"> • Auto attendant/VMS configuration (stand-alone) <ul style="list-style-type: none"> - Have you obtained <i>Toll Restriction</i> through <i>Centrex</i> and <i>Billed Number Screening*</i> from Pacific Bell? Include "1+", "0+", "0-", "00+", "00-", 976, 611, 411, 950, etc., and any other restrictions your system is capable of. - Have you removed all out-dialing capabilities within the VMS? - If local out-dialing capability is required have you blocked "1+", "0+", "0-", "00+", "00-" within the VMS or obtained trunk level blocking to accomplish the same? - If possible, have you restricted 10XXX casual dialing during non-business hours? - Have you restricted 800 access during non-business hours? 	()	()	()

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CPE PORT TOLL FRAUD CHECKLIST

	YES	NO	DON'T KNOW
• Have you turned off the remote maintenance and system ports? Enable ports only for a specific user to perform a specific task. If the ports are left open, hackers can enter them to activate other parts of the system.	()	()	()
• Are your system administration and maintenance port telephone numbers randomly selected, unlisted, and not part of the regular numerical sequence of telephone numbers?	()	()	()
• Have you deactivated all vendor default accounts, passwords, and permissions?	()	()	()
• Are you using smart modems? Some suggestions are:	()	()	()
– Fixed call-back modems.			
– Variable call-back modems.			
– Password connection security modems.			
• Have you employed <i>Select Call Acceptance</i> on those telephone numbers if the service is available to you?	()	()	()
• Are you using the maximum number of digits in access authorization codes?	()	()	()
• If available, are you using multiple levels of security access?	()	()	()
• Are access authorization codes randomly generated?	()	()	()
• Have you arranged to periodically change authorization codes?	()	()	()
• Have all unassigned access authorization codes been deactivated?	()	()	()
• Does the system terminate access after a third invalid attempt at the access authorization code?	()	()	()



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